How to Reset Your Password for the ONRR Data Warehouse Portal

Audience

This document is for all those who access the ONRR Data Warehouse Portal by starting at the following website: *https://dwportal.mms.gov/*. This includes some state and county government users and also non-government users (for example, industry users).

Password Expiration

A password for the ONRR Data Warehouse Portal is only good for 60 days. If it expires, you need to call the BOEMRE Help Desk (Help Desk) and have them reset it for you. If your password has been expired for 30 days or more, your account will be disabled and you will have to fill out the paperwork again to have it reactivated.

If your password has *not* expired, you can either have it reset by calling the Help Desk **or** you can reset the password yourself on the Internet through Citrix. (See the Procedure on the next page.)

To have the Help Desk reset it for you, please call 303-231-3333 or 877-256-6260 (toll-free). The Help Desk cannot reset a password via e-mail.

To reset the password yourself, please see the Procedure on the next page.

Note: To establish your *initial* password, please call the Help Desk at 303-231-3333 or 877-256-6260 (toll-free)

Procedure

To reset the password yourself through Citrix, please follow these steps:

1. If you use Internet Explorer as your web browser, verify that the following option has been selected: Open up Internet Explorer, and, on the upper left side of the page, go to **Tools > Internet Options > Advanced** (tab). Scroll down to almost the bottom and verify that **Use TLS 1.0** is checked. (Citrix may not work properly if this option is not selected.) Note that the **Tools** menu may appear in different locations on the web page, depending on your version of Internet Explorer.

2. In your web browser, go *to https://dwportal.mms.gov/.*
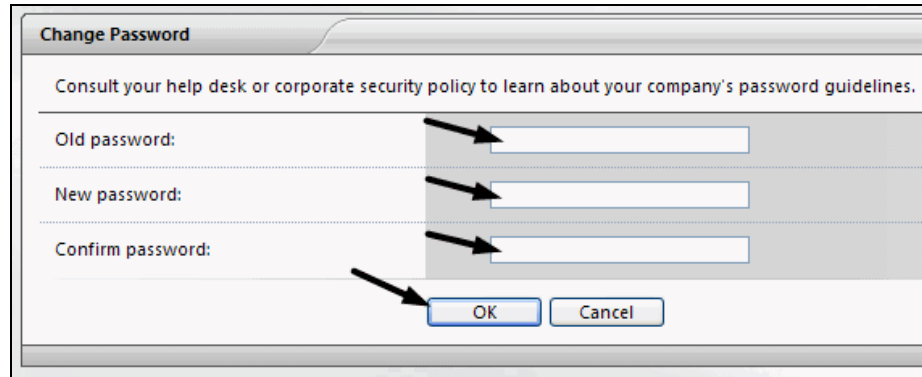
3. Click **Change Password.**
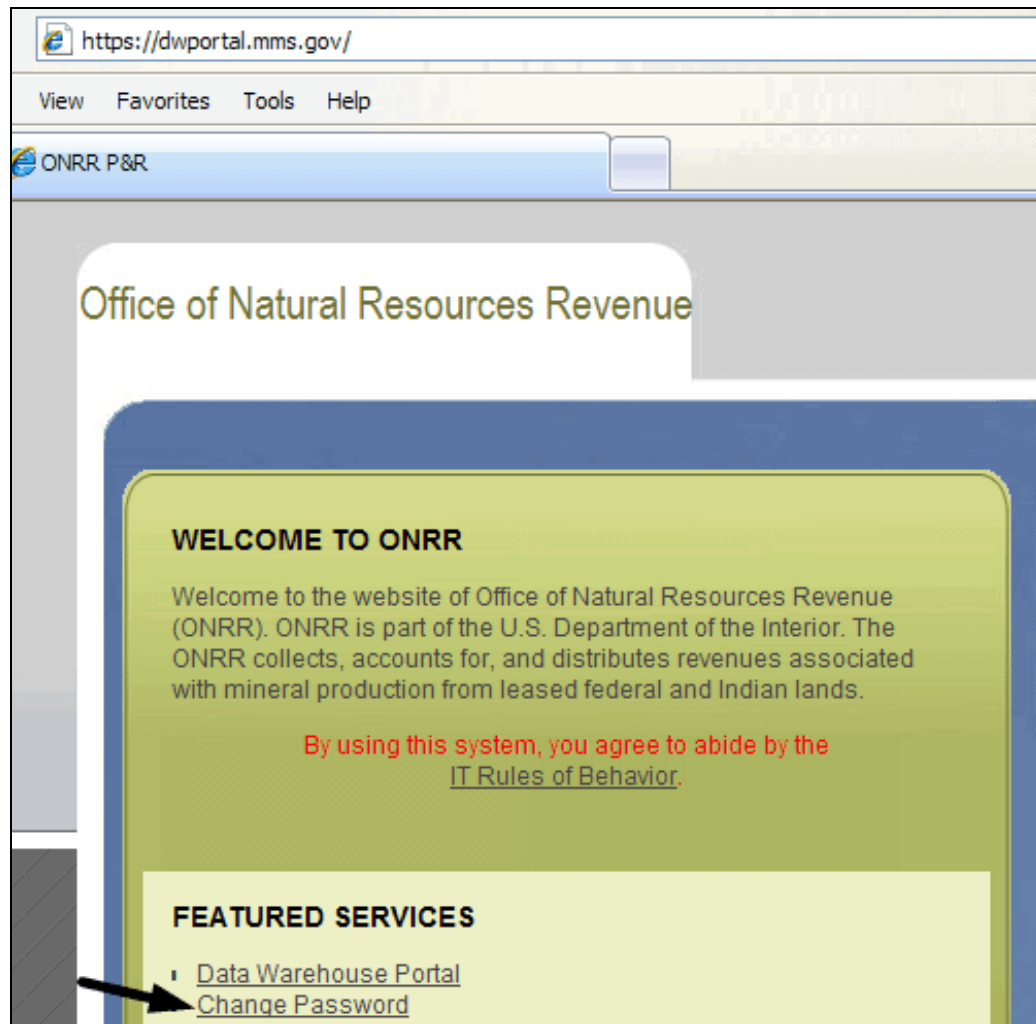
4. If you see a "WARNING TO USERS OF THIS SYSTEM," please read it and click **I Agree.**

5. A Citrix logon page opens. Enter your **User name** and **Password** and click **Log On.**
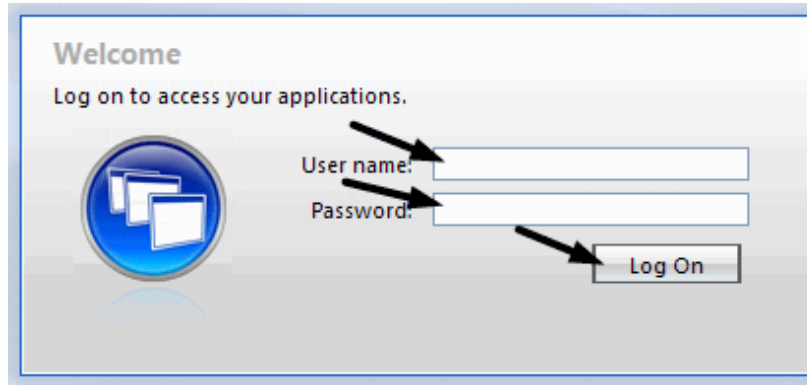
> **Note:** If you see a message on the "Messages" tab that says it cannot detect the appropriate client (software) on your computer, or other similar messages that indicate you should download client software, **ignore these messages.** You do not need to install Citrix software to reset your password.

6. After you click **Log On**, if Citrix cannot detect its client software on your computer, a web page may display with a **Download** button, encouraging you to download the client software. But, again, **you do not need to install Citrix software to reset your password**. Click **Try Later** on the right side of the page under **Other Options** to get past this screen.

7. A new Citrix page displays with an Applications window. To reset your password, click **Change Password** in the bottom right corner of the page.
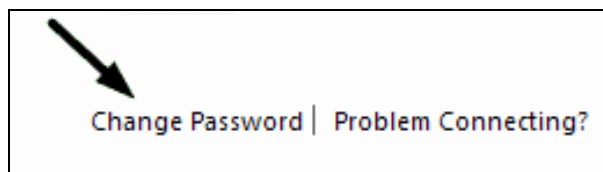
8. On the next page, fill in the information requested and click **OK** (paying close attention to the password rules shown below).

**Note: Your new password must meet the following rules:**

- Contain at least 12 characters.

- Cannot have been used in the last 24 passwords.

- Cannot have been changed within the last 24 hours.

- Cannot contain your account name or your full name.

- Contains at least three of the following:

  o English uppercase letters (A through Z).

  o English lowercase letters (a through z).

  o Numerals (0 through 9).

  o Non-alphabetic characters (such as $, #, %, !).

9. After you click **OK**, another Citrix page displays the message, "Your password has been changed." Click **OK**. (If you did not see any error messages, your new password has been accepted and your old password will no longer work.)

10. .The Citrix web page with the Applications window appears again. Click **Log Off** in the upper right corner of the page.
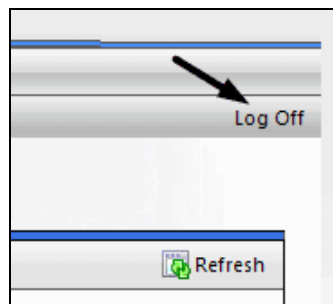
11. Another web page opens that displays the message, "You have successfully logged off from the Web site." From here you need to go back to *https://dwportal.mms.gov/* so you can enter the ONRR Data Warehouse Portal. A quick way to do this in Internet Explorer is to click the **drop-down arrow** at the right-side of the URL address bar at the top of the page and then select *https://dwportal.mms.gov/:*

12. Now that you have reset your password and returned to the initial page for the ONRR Data Warehouse Portal, click **Data Warehouse Portal**.
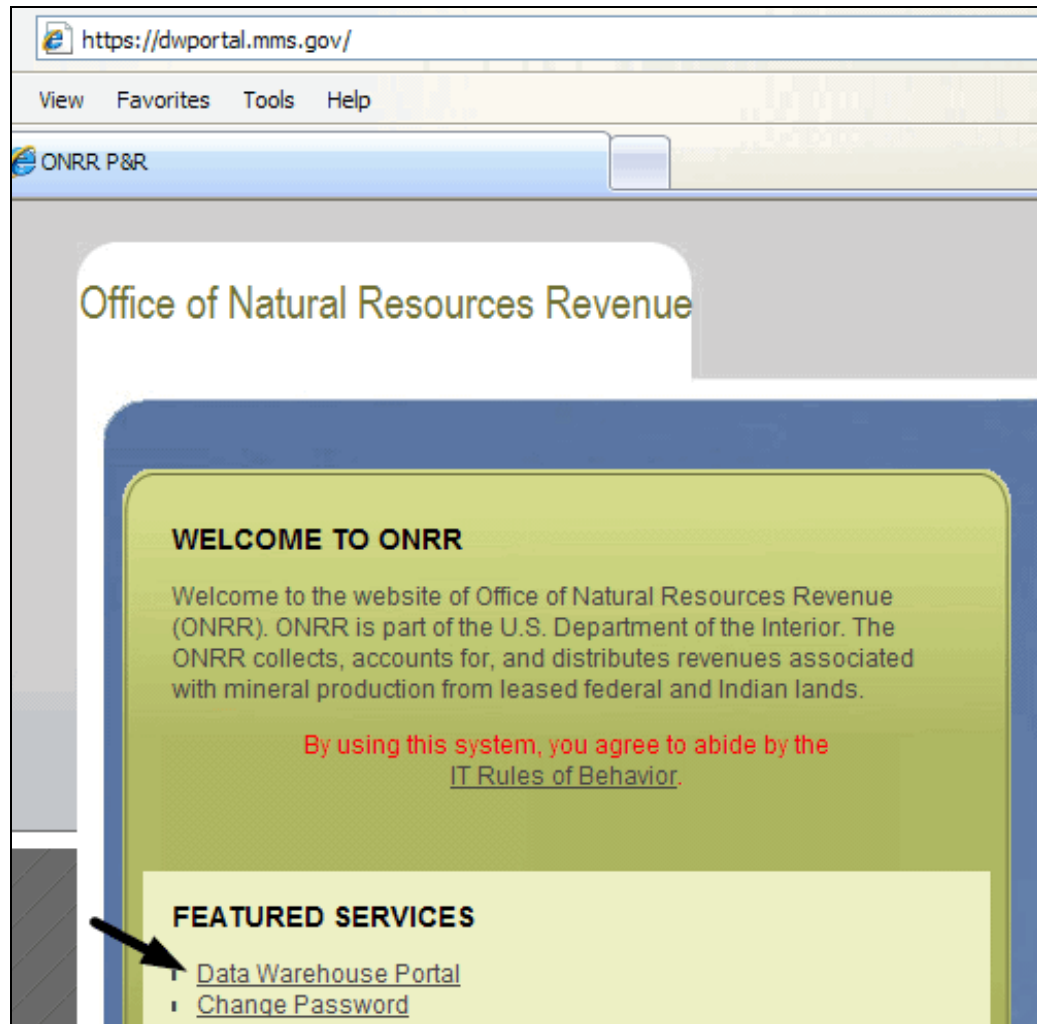
13. The login page for the ONRR Data Warehouse Portal displays. Enter your **User ID** and *new* **Password** and click **LOGIN** at the bottom of the page (not shown).
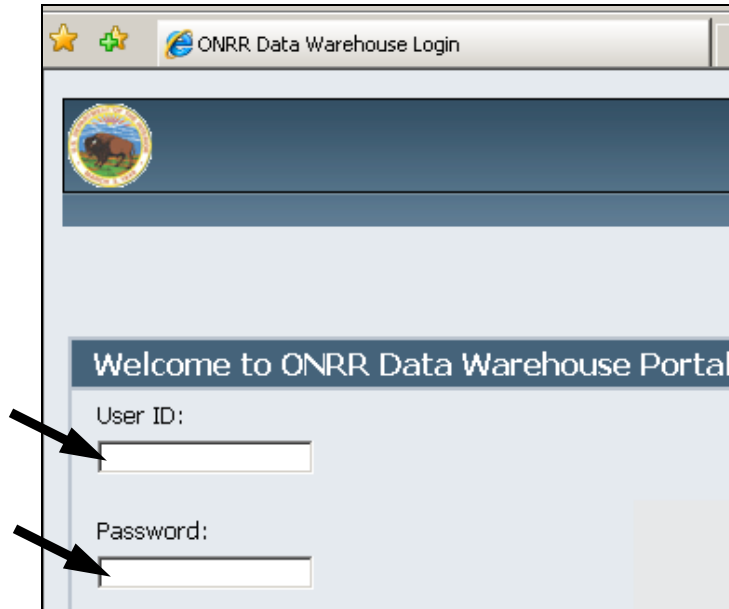
Congratulations! You have reset your password, which is good for 60 days. Please remember that if you let your password expire, you need to call the Help Desk. Our suggestion is that you set up a recurring appointment on your calendar (for example, in Outlook) that will remind you every **55 days** to reset your password.

Document Control

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All those who access the ONRR Data Warehouse Portal by starting at the following web site: https://dwportal.mms.gov/.

Version Information:

Version	Change Description	Publication Date	By
1.0	Initial publication	December 9, 2010	Kelly Henry
1.1	Updated document to reflect updated Citrix website	December 22, 2010	Kelly Henry

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